

Culturally Competent Care for the Medicare Population

Audience: All employees who work in a healthcare setting

Accreditation Available: 1 CME, CEU, or CCM Credit

CE Information: qualityinteractions.com/accreditation

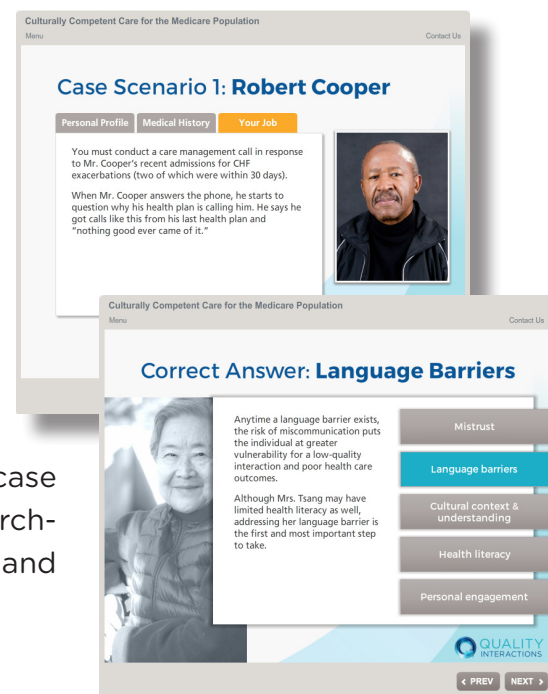
About This Course

Aging Medicare beneficiaries represent one of the fastest growing and most vulnerable healthcare populations in the U.S. These individuals, particularly those from culturally diverse backgrounds, are at greater risk for poor outcomes, such as increased emergency room utilization, avoidable hospitalizations, and readmissions—outcomes that ultimately lead to reduced quality and increased cost of care.

This course prepares healthcare employees to reduce poor outcomes by improving cross-cultural communications using a person-centered approach. Interactive exercises and case scenarios allow for real-time application of the latest research-based strategies for improving care and controlling costs, and pre- and post-test data report knowledge gains.

Learning Outcomes

- Summarize the unique challenges healthcare organizations face in providing and managing care for the Medicare population
- Define the social and cultural issues most relevant for the diverse Medicare population
- Communicate effectively across cultures and generations
- Develop appropriate management strategies that consider cultural perspectives and preferences



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